



EMAKHAZENI LOCAL MUNICIPALITY

SERVICE STANDARDS

VISION

The vision of the department is;

A developmental local municipality striving to accelerate provision of quality services to the satisfaction of our communities

VALUES

Our values are;

Consultation – the municipality must consult with all community stakeholders by holding meetings

Service standards - the municipality must have service standards that are precise and measurable so that users can judge for themselves whether or not they are receiving what was promised

Access - communities must have uninterrupted access to basic quality municipal services and information

Courtesy - the staff must empathize with the citizens and treat them as much considerations and respect, as they would like for themselves

Information – the municipality must make information available about municipal services, the organization and other service delivery related matters at all the points of delivery for all its people and fellow staff members.

Transparency - the community should know more about the way the municipality operates, how well the municipality utilizes the resources they consume, and who is in charge

Redress - the municipality must welcome complaints and identify quickly and accurately when municipal services are falling below the promised standard and have procedures in place to remedy the situation.

Value for money - consumers are entitled to commensurate or even reasonably better service standards in relation to the value of the money they pay for the municipal services

Responsiveness - communities must have prompt responses from the municipality on queries and services rendered

DEPARTMENT OF CORPORATE

WE PROVIDE THE FOLLOWING SERVICES;

- Human Resource Management and Administration
- Training opportunities: Staff and Unemployed Youth
- Information Technology Support Services (ICT)
- Occupational Health and Safety Services
- Legal Services and Labor Relations
- Records Management

SERVICE STANDARDS

The following are our service standards

- Provide an uninterrupted ICT service during working hours.
- Wearing of name tags by all office staff members.
- Treat public complaints in a confidential manner
- Display of suggestion boxes for compliments, complaints and comments
- Answer telephone calls within 5 rings and the official shall identify him/herself when answering calls
- Acknowledge receipt of correspondence within 5 working days
- Respond to correspondence/queries within 10 working days.
- Make public every Friday (through sms and website) a list of staff working for standby on weekends/holidays.
- Process applications for employment within 30 days
- Attend to members of the public within 5 minutes if an appointment was made
- Attend to members of the public and within 15 minutes if no appointment was made.
- Process complaints promptly, politely and fairly in the event of us not meeting your expectations

STAKEHOLDER RESPONSIBILITIES

As a stakeholder you have the following responsibilities;

- Reporting of any sub standard service
- Showing respect to municipal officials
- Allowing municipal officials to perform their duties without interference

If you want to enquire or communicate with us in respect of the services we offer you may visit our offices, call or write to us.

CONTACT DETAILS

Emakhazeni Office: 013 253 7600

Emergency Services: 0861110110

PHYSICAL ADDRESS

The Municipal Manager

Emakhazeni Local Municipality

25 Scheppers Street

Emakhazeni

1100

Department of Finance

- Budgeting
- Revenue Collection
- Expenditure Control
- Supply Chain Management
- Preparation of Financial Statements

SERVICE STANDARDS

The following are our service standards;

- Attend to customer account queries within 24 hours
- Ensure correct capturing of information on the system every month
- Ensure distribution of consumer accounts by the 25th of each month
- Provide 24 hour access to electricity vending machines.
- Issue clearance figures within 3 days from receipt of application
- Issue clearance certificates within 5 days of receipt of full payment.
- Honor payment of service providers within 30 days of receipt of invoice
- Take readings of water meters once a month

STAKEHOLDER RESPONSIBILITIES

As a stakeholder you have the following responsibilities;

- Payment of municipal services
- Reporting non attended queries
- Allowing officials to perform their duties without intimidation

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Department of infrastructure planning and social development

WE PROVIDE THE FOLLOWING SERVICES;

Water	Waste Management	Administer Housing Applications
Roads	Environmental Pollution Management	Sale of Building Stands
Sanitation	Water Quality Management	Approve Building Plans
Electricity	Maintenance - Parks and Grounds	Process Township Establishment Applications
	Maintenance - Libraries and Community Halls	
	Public Safety, Law Enforcement & Security	

SERVICE STANDARDS

- Inform stakeholders of service interruption within an hour during working hours and 2 hours after working hours.
- Issuing of notice for planned maintenance seven(7) days prior to commencement of the work
- Attend to unplanned power and water outages within one (1) hour during working hours and 2 hours afterhours
- Attend to request for service quotations for non-standard connection and upgrading within ten(10) working days
- Attend to electrical service interruption if there is more than three (3) street lights affected on the same supply line within four (4) days and less than three(3) lights within two(2) workdays
- Grading of or gravel streets according to a scheduled program
- Repair potholes within two (2) weeks after receipt of request
- Maintain tarred roads in accordance to a scheduled program
- Clearance of sewer blockages within one(1) working day after the incident has been reported
- Emptying of conservancy tanks within two (2) working days after request has been received.

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- Process housing beneficiary list in a transparent manner
 - Process application for stands within 30 days of receipt
 - Process applications for building plans within 28 days of receipt

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- Scrapping of landfill sites once a month
 - Collection of solid waste once a week from households
 - Collection of solid waste twice a week from businesses
 - Respond to reported disaster incidences within 24 hours
 - Making library services accessible from Mondays to Friday between 7H45 and 16H30

STAKEHOLDER RESPONSIBILITIES

As a stakeholder you have the following responsibilities;

- Payment of municipal services
- Allowing municipal officials access to your premises
- Allowing municipal officials to perform their duties without interference or intimidation

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Emergency Service: 0861110110

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DEPARTMENT OF PUBLIC PARTICIPATION

WE PROVIDE THE FOLLOWING SERVICES;

- Inform communities on any public consultative meetings
- Organize and arrange venues for planned community meetings
- Support ward committee members to attend Council sittings

SERVICE STANDARDS

The following are our service standards;

- Inform and invite at least once a month members of the public to any Council meeting
- Inform and invite at least once a year members of the public to any IDP consultative meeting
- Inform and Invite at least once a year members of the public to any budget consultative meeting

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DEPARTMENT OF TRANSVERSAL

WE PROVIDE THE FOLLOWING SERVICES;

- Support people living with HIV/AIDS
- Support orphaned children
- Support child headed households
- Support elderly people and
- Support disabled persons

SERVICE STANDARDS

The following are our service standards;

- ✓ Disseminate useful information once a month to the vulnerable groups
- ✓ Create awareness campaigns at least once a month
- ✓ Convene the Local Aids Council once in 3 months
- ✓ Mobilize resources once in 3 months for the vulnerable groups.

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DEPARTMENT OF YOUTH DEVELOPMENT

WE PROVIDE THE FOLLOWING SERVICES;

- Information on job opportunities
- Sports and Recreation Activities
- Support for business establishment

SERVICE STANDARD

The following are our service standards;

- Publicize within 72 hours of any available opportunities for the youth.
 - Mobilize resources from private sector for at least 4 annual programs.
 - Respond within 7 days on applications sent to us by young people.
 - Convene youth dialogues at least once per quarter.
- ✓ Supervise youth centers at least once a month.

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